

# STATE OF INDIANA



INDIANA UTILITY REGULATORY COMMISSION  
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October 31, 2007

Mr. John M. Ross  
Executive Director  
Indiana Legislative Services Agency  
200 W. Washington St., Suite 301  
Indianapolis, IN 46204-2789

Dear Mr. Ross:

On behalf of the Indiana Utility Regulatory Commission I am filing the Annual Report to the General Assembly regarding the status of the 211 services account established in Indiana Code 8-1-19-.5-11. The 211 services account in the state general fund was established to make 211 services available throughout Indiana. The responsibility of administering this account was given to this Commission. Indiana Code 8-1-19.5-12 requires the Commission to report annually to the General Assembly regarding the status of the account.

I hope this report will provide an understanding of the status of the account as well as the status of the implementation of 211 in Indiana. I and my staff are available to address any questions or concerns you may have regarding the report.

Sincerely,

Joseph M. Sutherland  
Executive Director  
Indiana Utility Regulatory Commission

**IURC Report to the General Assembly on 211 Services Account**  
**(Filed Pursuant to I.C. 8-1-19.5-12)**  
**October 31, 2007**

The Indiana Utility Regulatory Commission recognized Indiana 211 Partnership, Inc. (IN211) as the proper administrator for the 211 dialing code through an interim order on February 20, 2002, and through a final order on June 17, 2004. The implementation of IN211 provides Hoosiers a single contact telephone number to access a variety of human services.

IN211 is in the process of implementing 211 services statewide. As of the end of the calendar year, December 31, 2006, IN211 served 64 counties covering a population of 5,352,415 Hoosiers. Wireless telephones have access to 211 statewide. A report on IN211's activities was submitted to the Commission on April 26, 2007 and is available at the web address <http://www.in211.org/enews/IURC%202006.pdf>.

In 2004 the Indiana General Assembly enacted P.L. 60-1004 (HEA 1344), which concerned various matters related to 211 services in Indiana and is codified under I.C. 8-1-19.5. Under I.C. 8-1-19.5-11, the Commission has responsibility for administering a "211 services account" established in the state general fund to make 211 services available throughout Indiana. Further, I.C. 8-1-19.5-12 requires the Commission to report annually to the General Assembly concerning that account.

As of June 30, 2006, the Commission has received no funds for deposit in the 211 services account and no funds have otherwise been deposited into it. Federal legislation was proposed in 2006 that would have provided federal funds for the account and IN211 had secured the matching funds required to receive the federal monies. However, the federal legislation was not successful. A new bill was proposed in February 2007 in the Senate and the House (H.R. 211 and S. 211) and if successful will provide an estimated 2 million dollars for IN211. In addition, IN211 will seek state funding for the account in the coming legislative sessions.

Because no money has been deposited in the 211 services account, the Commission has incurred no expenses in complying with I.C. 8-1-19.5-12 during the most recent state fiscal year. The projected budget required by the Commission to comply with this chapter during the current state fiscal year is \$0, but that amount would change if funds were deposited into the account.